UNITED
NATIONS

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Secretariat

ST/AI/386
23 August 1993

ADMINISTRATIVE INSTRUCTION

To: Members of the Staff

From: The Under-Secretary-General for Administration and Management

Subject: ELECTRONIC MAIL POLICIES AND STANDARDS

I. POLICIES

1. Effective immediately, the following policies will apply to the provision of electronic mail (e-mail) for the United Nations at all duty stations, in accordance with administrative instruction ST/AI/347 of 9 March 1988 on office automation standardization:

(a) One single electronic mail product, i.e., "cc:Mail", will be used as the standard for the Organization;

(b) All other e-mail packages at present in use will be phased out by the end of the biennium 1994-1995;

(c) An organizational e-mail directory (based on cc:Mail users) will be implemented from local directories maintained at each duty station;

(d) Connections to each office away from Headquarters will be direct cc:Mail to cc:Mail using the United Nations own telecommunications network;

(e) Connections to other United Nations agencies, and to organizations outside the United Nations, will be provided from cc:Mail gateways to the Internet and through X.400 services as appropriate.

II. SELECTION OF A STANDARD PRODUCT

2. The selection of cc:Mail is based on the conclusion that this software would best serve the Organization's needs for electronic mail for users who are connected to the Local Area Network (LAN) at each United Nations duty station. The product is marketed by the Lotus Development Corporation.

3. The decision to adopt cc:Mail is the result of an in-depth comparative study by a technical panel consisting of representatives of departments and offices. The recommendation of the technical panel has been reviewed and approved by the Working Group of the Technological Innovations Board.

4. The selected product, cc:Mail, is considered to be superior in the following aspects:

(a) It is user-friendly and intuitive;

(b) Administration of the system can be done centrally;

(c) Full directory synchronization is supported for all network nodes;

(d) Both DOS and Windows versions are available;

(e) It runs on the two network operating systems (Banyan VINES and Novell Netware) at present in use;

(f) Linkage with other e-mail systems is provided through Internet and X.400 gateways;

(g) Special pricing agreements can be obtained for the product;

(h) Technical support for the product is excellent.

III. IMPLEMENTATION

5. As a result of the selection of cc:Mail as the organizational standard, there will be a gradual phase-out of all other e-mail products now in use by staff at all United Nations duty stations. This is expected to be completed before the end of the biennium 1994-1995. Work is already under way to install cc:Mail at most duty stations, and to link the e-mail facility at each office with the central cc:Mail post office at Headquarters.

6. Non-standard e-mail products may need to continue to be supported until such time as personal computer users can be connected to the LAN. In order to connect users of non-standard e-mail products to the global cc:Mail network, non-standard products should be connected directly to a local cc:Mail node. The Electronic Services Division, Office of General Services, Department of Administration and Management, can advise local support personnel regarding products which allow for this linkage.

7. In order to be registered as a cc:Mail participant, a staff member's personal computer must be connected to the LAN at the local duty station. The LAN administrator can then be requested to allow access to the e-mail service, and to put the new e-mail recipient into the local directory. Local directories are automatically synchronized to provide a global directory of all e-mail users. A copy of the global cc:Mail directory is available at each duty station, and any registered e-mail user can send and receive mail to and from any registered user world wide.

8. At certain duty stations, training in cc:Mail is already available for LAN administrators who will assist their work groups in the use of cc:Mail. If new cc:Mail users are now using a different e-mail program (such as Wang Office or Office Vision), they will be retrained to use the cc:Mail product.

A. Exchanging mail with individuals outside the United Nations

9. When fully implemented, the e-mail network for the United Nations will allow cc:Mail users to exchange mail with registered e-mail subscribers in other United Nations agencies, as well as with people who have e-mail addresses in other organizations. It is likely that an inter-agency e-mail directory will be available to United Nations e-mail users in the future. It is now possible, however, to exchange mail with individuals in other agencies provided the e-mail address of that person is known. Additional information regarding procedures for e-mail to other United Nations agencies will be provided in subsequent administrative issuances.

10. Gateway services from cc:Mail allow users to exchange e-mail with individuals outside the United Nations who have Internet and X.400 addresses. Gateways to Internet and X.400 are now available from the central cc:Mail post office at Headquarters, as well as at certain other offices. Staff who now have cc:Mail addresses, and whose work requires that they use Internet or X.400 e-mail, may request an Internet or X.400 address. At Headquarters, these addresses are assigned by the Electronic Services Division; at other duty stations, the equivalent office will assign the addresses. The Electronic Services Division is also prepared to supply Internet/X.400 addresses to cc:Mail users at offices away from Headquarters in cases where no local gateway services are available.

11. Both fax and telex gateways will also be added to cc:Mail in the future. This feature will allow PC users to send fax and telex messages from cc:Mail. Future plans include delivery of both fax and telex traffic to a user's electronic mailbox.

B. Use and limitations of e-mail for office correspondence

12. The basic unit of an electronic mail transaction is the message. A message can vary in length from one-line to several pages. A message can be accompanied by an attachment. The attachment can be any file which can reside in the PC environment, such as a WordPerfect document, a Lotus spreadsheet, or a database file. Information in image format can also be exchanged as an attachment.

13. Although cc:Mail provides for separate log in and password access for each user, the e-mail network cannot be regarded as being fully secure, and should not be used to send confidential or sensitive information. Considerable discretion is therefore required in the use of e-mail and proper supervisory controls should be established. In composing messages, care should be taken to observe the same conventions and courtesies as are used in other types of exchanges between offices.

14. Pending further study of the use of e-mail for official correspondence, the more traditional forms of communication (memoranda and letters) for exchange of information which is vital to an office should continue to be used. In cases where it would be advantageous for two offices to communicate directly using e-mail to replace their official correspondence, an arrangement to this effect should be agreed upon by the heads of the offices, bearing in mind the limitations of electronic mail as a medium.

15. Additional information regarding the implementation of the global e-mail network, as well as specific plans for Headquarters implementation, should be addressed to the Chief of the Infrastructure and Application Support Section of the Electronic Services Division. E-mail queries at offices away from Headquarters should be directed to local computer support staff, who are requested to coordinate their work on e-mail issues with the Electronic Services Division.

UNITED
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Secretariat

ST/AI/387
10 September 1993

ADMINISTRATIVE INSTRUCTION

To: Members of the staff

From: The Under-Secretary-General for Administration and Management

Subject: SECURITY ARRANGEMENTS FOR ADMISSION TO UNITED NATIONS HEADQUARTERS

1. In the interest of ensuring the safety of all concerned, it has become necessary to introduce a number of additional security measures at Headquarters. These will take effect immediately and will be subject to review as necessary. A separate circular concerning special arrangements for the forty-eighth session of the General Assembly will be issued shortly. Under the circumstances, staff members, members of delegations, accredited members of non-governmental organizations and the press and affiliates will no doubt appreciate the necessity for these steps intended for their protection and are requested to cooperate fully.

Admission to the Headquarters buildings

2. Staff members, members of delegations and other persons who are entitled to access to the premises will be admitted to the Headquarters premises only upon presentation of valid United Nations identification cards or laissez-passers. All persons holding such cards are reminded that, in accordance with Secretary-General's bulletin ST/SGB/259 of 2 July 1993, identification cards must be worn at all times in a clearly visible manner while on the premises. It is each card holder's responsibility to ensure that cards are current. Expired cards will be replaced by the Pass and Identification Unit, room GA-100, upon presentation of an application signed by the appropriate executive/administrative officer. Staff members, accredited members of non-governmental organizations and the press and affiliates who have forgotten their identification cards or whose cards have expired will be directed to the information desk located in the lobby of the General Assembly building, Visitors' Entrance, where, upon presentation of photo identification, a day pass will be issued.

3. Staff members and other persons entitled access to Headquarters who are not members of delegations are expected to enter the premises through the Secretariat or Visitors' Entrance and to avoid use of the Delegates' Entrance.

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4. Any vehicle entering the premises will be subject to random search by security officers assigned to entry/exit gates. 1/

Access arrangements for visitors on official business and guests

5. All visitors on official business at Headquarters, guests of members of the staff and members of delegations will be required to proceed through the security screening area located in the General Assembly lobby prior to requesting admission to the Secretariat and the Conference buildings. At the information desk, the staff member or member of delegation will be asked to confirm whether he/she wishes to receive the visitor. The security officer will then issue a visitor's day pass after obtaining personal identification bearing a photograph; this identification will be returned upon departure from the building. It will be the responsibility of each individual visited to meet, accompany at all times and later escort guests back to the public area in the lobby of the General Assembly building for exit from the premises.

6. Only vehicles with valid parking permits or decals will be permitted to enter the garage. Members of the staff, members of delegations and their passengers will be required to show current identification on entry. Any other guests or visitors must be discharged from the vehicle at the 46th Street Visitors' Entrance where they will be required to pass through the magnetometer before gaining access to the building.

7. Accredited representatives of non-governmental organizations, the press and other affiliates will no longer be permitted to bring guests beyond the areas accessible to the public, with the exception of the Delegates' Dining Room at lunch.

8. In order to maximize the safety of all concerned, it has become necessary to limit participation in club and recreation group activities on the premises to members of the staff, affiliates and members of delegations.

Arrangements for access by spouses and children of staff members

9. Current arrangements for access to the premises by spouses and children of members of the staff remain in force. Special provisions regarding the issuance of courtesy identification cards to spouses or family members requiring frequent access to the premises will be considered only when special circumstances exist and approved on an exceptional basis only, upon certification from the staff member's executive/administrative office. In accordance with information circular ST/IC/86/21 of 2 April 1986, staff members are reminded that the presence of children around offices can be disruptive to the daily work environment and is discouraged.

Access to the Delegates' Dining Room

10. The Delegates' Dining Room will remain open for lunch during weekdays. Arrangements for receptions and dinners held in the Delegates' Dining Room will be made on an individual and ad hoc basis.

Delivery and picking up of packages

11. Current procedures require that, as a rule, official deliveries be made only at the loading platform in the third basement. External messengers making deliveries of small official packages to the Secretariat will be required to enter through the Visitors' Entrance in the General Assembly Building and pass through the screening area, where packages will be examined and cleared by security officers. The external messengers will then be directed to the information desk, where the information assistant will contact the office of destination and request that a staff member accept delivery of the package in the lobby.

12. The present practice of issuing passes to external messengers making frequent deliveries to the premises is to be discontinued. Under no circumstances will external messengers be permitted beyond the information desk area to make deliveries or pick-ups. If the office of destination is unable to send a staff member to accept the item, the delivery will be rejected. If delivery by an external messenger requires a signature, it will be necessary for the recipient or a colleague to sign for and claim the delivery in the General Assembly lobby. Only official packages should be delivered to the Secretariat. Deliveries of food made during weekends or after 5.15 p.m. on weekdays must be collected at the Secretariat entrance on 1st Avenue and 43rd Street.

13. The practice of depositing small packages in a locked drop box in the public lobby until a staff member is available to collect the item is discontinued.

Registration of members of the staff and affiliates on weekends, holidays and after working hours

14. For security and safety reasons, the presence of any person on the Headquarters premises on Saturdays, Sundays, holidays and after working hours on weekdays must be known to the Security and Safety Service. Therefore, members of the staff and other persons entitled to access to Headquarters are reminded that they are required to record their names, location and index numbers, if applicable, in the registers provided for this purpose at the various points of entry or exit when entering or leaving the premises on weekends, holidays and after 8.30 p.m. on weekdays. The information entered will be verified by the security officer on duty. This procedure will remain in effect until the card access system is fully activated.

Use of United Nations premises for meetings, conferences and public events

15. Meeting rooms and conference facilities at United Nations Headquarters are intended primarily for use by meetings and conferences scheduled under the calendar of conferences approved by the General Assembly or scheduled by the Secretariat. Groups other than official United Nations bodies wishing to meet on United Nations premises must seek authorization, which will be granted only when such meetings are consistent with the purposes and principles of the United Nations. A revised administrative instruction governing the use of premises will be issued shortly.

Authority of United Nations security officers

16. In accordance with administrative instruction ST/AI/309/Rev.1 of 17 February 1984, United Nations security officers function as agents of the Secretary-General to preserve order and to protect persons and property within the Headquarters area. All persons on the premises are expected to comply with the directions that may be issued by security officers in the performance of their functions. The security officers, in turn, have been instructed to exercise their functions with tact, courtesy and in conformity with established rules and regulations, including applicable local law. 2/

17. In accordance with ST/AI/309/Rev.1, security officers are authorized to search persons, vehicles, handbags, briefcases or packages and to seize property if they have reason to believe that any person is carrying an unauthorized weapon, explosives or other dangerous substances or narcotics, or is removing property from the premises without proper authorization.

18. Refusal to comply with directions issued by security officers, within their authority, may result in removal from or denial of access to the premises and shall be reported by the Chief, Security and Safety Service, to the Director of the Office of General Services for appropriate action. 3/

19. Compliance with and application of the present administrative instruction in no way prejudices a staff member's duties, obligations and privileges under the Staff Regulations and Rules or his or her right to file a complaint with the Director, Office of General Services, through the Chief, Security and Safety Service.

20. The following administrative issuances will be amended in due course to reflect the changes contained in the present administrative instruction: administrative instruction ST/AI/3 of 20 September 1983 on registration of staff members and affiliates on Saturdays, Sundays, holidays and after office hours; information circular ST/IC/84/85 of 11 December 1984 on delivery and picking up of packages; information circular ST/IC/84/91 of 28 December 1984 on security arrangements; administrative instruction ST/AI/333 of 29 November 1985 on personal identification cards - Headquarters.

Notes

1/ This provision is supplemental to administrative instruction ST/AI/309/Rev.1 of 17 February 1984 which shall remain in force. It will be revised accordingly in due course.

2/ Subject to the provisions of this instruction, security officers are authorized, within the limits permitted by local law, to effect arrest, including the use of force, where the person to be arrested is committing or attempting to commit an offence or has, in fact, committed a felony (see "Legal Guidelines", Handbook for Personnel of the Security and Safety Service, p. 60, part IX, sect. 9.03).

3/ This provision is supplemental to administrative instruction ST/AI/309/Rev.1 which will be revised accordingly in due course.